16.4.1992. These are likely to be installed as soon as departmental formalities are completed.

(d) Does not arise in view of reply to (a) above. However, continuous efforts are made to make the services more and more efficient.

Complaints against the misuse of telephone lines

124. SHRI SURESH PACHOURI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that large number of complaints were lodged by telephone consumers about the misuse of their telephone lines and STD lines by unscrupulous elements with the connivance of employees of telephone department in Madhya Pradesh;

(b) if so, what is the number of such complaints received by Government during the last three years in Madhya Pradesh;

(c) what action was taken on such complaints; and

(d) what action Government propose to take to safeguard the interests of telephone consumers in Madhya Pradesh?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) to (c) The information is being collected and will be laid on the table of the House.

(d) Provisions exist to safeguard the interests of telephone consumers which are as follows:-

(i) Fortnightly meter readings are taken and compared. Meters are also checked bi-monthly.

(ii) In case of spurts in meter readings, the telephone is kept under observation on Multi-line Observation Equipment in Non-electronic Exchanges. Dynamic STD Lock facility and detailed billing is given to telephone subscribers in Electronic Exchanges (E. 10B).

(iii) Distribution Points and Cabinets/Pillars are kept locked and access to Multi Distribution Frame in Exchanges is restricted after 8.00 P. M.

(iv) Surprise checks are carried out by Vigilance Officers in the Department.

(v) Department regularly holds Open House Sessions and Telephone Adalats and the Departmental Officers listen to Subscriber grievances and suggestions. Efforts are made to settle the grievances on the spot or as early as possible.

इलाहाबाद की दूरभाष सलाहकार समिति का गठन

125. **श्री सत्य प्रकाश मालवीय :** क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) इलाहाबाद की दूरभाष सलाहकार समिति के सदस्यों के नाम क्या है और इस संबंध में ब्यौरा क्या है ;

(ख) यह समिति कब गठित की गई थी और इसका कार्यकाल कब तक पूरा हो जायेगा;

(ग) क्या इसका गठन करने से पूर्व स्थानीय संसद सदस्यों से परामर्श किया गया था; और

(घ) यदि हां, तो किन-किन संसद-सदस्यों से इस संबंध में परामर्श किया गया था ?